

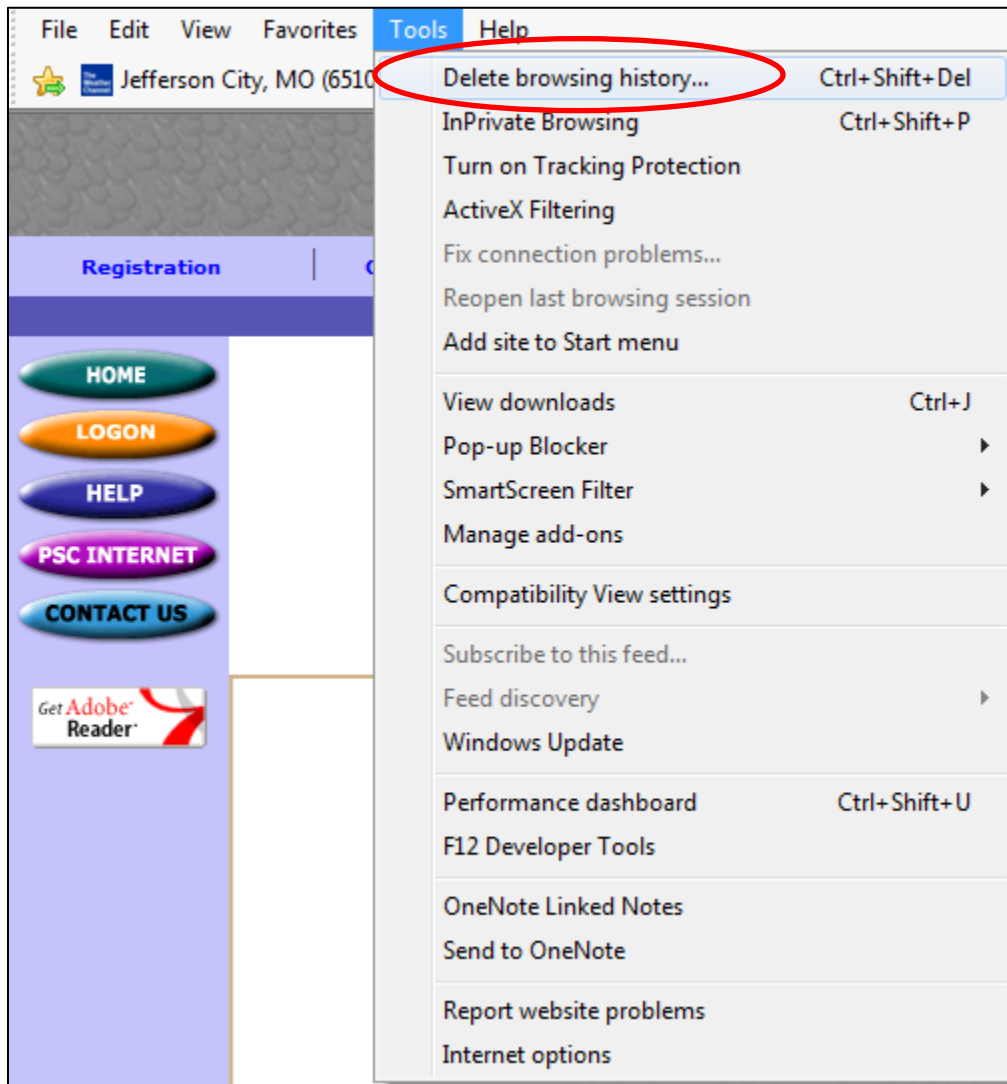
Missouri Public Service Commission

EFIS – Clear the Temporary Internet Files (cache)

Temporary internet files, sometimes referred to as cache, can take up space on your computer and interfere with EFIS running smoothly. If you are experiencing difficulties in submitting filings or staying connected to EFIS, clearing out the cache may help.

To clear the cache:

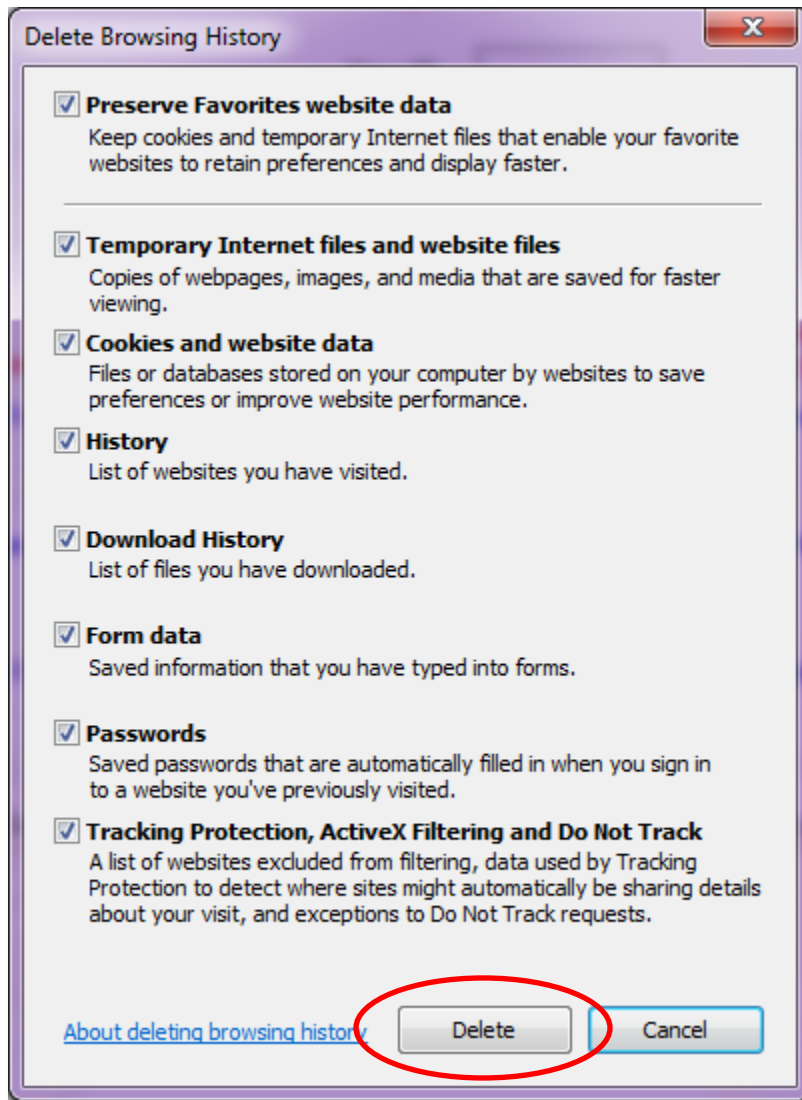
1. Log out of EFIS.
2. From the Internet tool bar, select '**Tools**'.
3. Then select '**Delete Browsing History**' to continue to the '**Delete Browsing History**' screen prompt.



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4. Check the box in front of each item you wish to delete.
5. Click the 'Delete' button.



6. Log back into EFIS.

For additional assistance, please contact the Helpdesk: 866-365-0924 (toll-free) or 573-526-3648 (local to Jefferson City, MO) or helpdesk@psc.mo.gov